



City of Austin - JOB DESCRIPTION



Austin Energy Customer Service Staff Development Manager

FLSA:	Standard/Exempt	EEO Category:	(20) Professionals
Class Code:	10367	Salary Grade:	ZM6
Approved:	December 04, 1998	Last Revised:	January 30, 2008

Purpose:

Responsible for managing staff and programs related to training and quality assurance for the Austin Energy Customer Service Center

Duties, Functions and Responsibilities:

Essential duties and functions, pursuant to the Americans with Disabilities Act, may include the following. Other related duties may be assigned.

1. Develops, implements, and evaluates effectiveness of comprehensive training programs for the Austin Energy Customer Service Center staff
2. Manages development of training manual and employee information documents
3. Manages the design and develop methodology customer surveys and needs assessments to measure overall effectiveness
4. Manages quality assurance monitoring and evaluation system and staffing requirements
5. Develops and ensures compliance with training guidelines, processes and procedures
6. Analyzes customer survey and quality assurance data
7. Develops strategic training goals and objectives

Responsibilities - Supervisor and/or Leadership Exercised:

- Responsible for the full range of supervisory activities including selection, training, evaluation, counseling, and recommendation for dismissal.

Knowledge, Skills, and Abilities:

Must possess required knowledge, skills, abilities and experience and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

- Knowledge of basic survey methodologies and statistics
- Knowledge of utility industry and business operations
- Knowledge of adult education learning techniques
- Knowledge of city practice, policy, and procedure.
- Knowledge of supervisory and managerial techniques and principles.
- Skill in developing and delivering training programs and presentations
- Skill in creative writing and visual graphics design ability
- Skill in oral and written communications.
- Skill in visual graphics design.
- Skill in developing and delivering training programs and presentations.
- Skill in handling hostile conflict and uncertain situations.
- Skill in handling multiple tasks and prioritizing.
- Skill in using computers and related software applications.
- Skill in data analysis and problem solving.
- Ability to work with frequent interruptions and changes in priorities.
- Ability to train others.
- Ability to quickly recognize and analyze irregular events.

Minimum Qualifications:

- Graduation from an accredited four-year college or university with major course work in Education, Business, Communications, or in a field related to the job, plus four (4) years related experience, two (2) years of which were in a supervisory capacity.

Licenses and Certifications Required:

None.

This description is intended to indicate the kinds of tasks and levels of work difficulty required of the position given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of management to assign, direct and control the work of employees under supervision. The listing of duties and responsibilities shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.